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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/648,427	08/27/2003	Raymond G. Goss	COS-97-080C1	4018

7590 09/09/2004

WORLD COM, Inc.
Technology Law Department
1133 19th St., NW
Washington, DC 20036

EXAMINER

LIM, KRISNA

ART UNIT	PAPER NUMBER
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2153

DATE MAILED: 09/09/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No. 10/648,427	Applicant(s) GOSS ET AL.	
	Examiner Krisna Lim	Art Unit 2153	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
 - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
 - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
 - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☐ Responsive to communication(s) filed on ____.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 72-112 is/are pending in the application.
- 4a) Of the above claim(s) ____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) ____ is/are allowed.
- 6) ☒ Claim(s) 72-112 is/are rejected.
- 7) ☐ Claim(s) ____ is/are objected to.
- 8) ☐ Claim(s) ____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 27 August 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. ____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. ____. |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date ____. | 6) <input type="checkbox"/> Other: ____. |

Art Unit: 2153

1. Claims 72-112 are presented for examination, and claims 1-71 were canceled.

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. Claims 72-112 are rejected under 35 U.S.C. 103(a) as being unpatentable over Saliba et al. [U.S. Patent No. 6,052,710].
3. Saliba et al. disclose (e.g., see Figs. 1-8) the invention substantially as claimed. Taking claims 72 and 80 as exemplary claims, the reference discloses a system for providing user support for a user accessing a web site, comprising:
 - at least one server (Figs. 2-3) configured to:
 - a) provide at least one web page (web browser 112) to the user (108), the at least one web page including software (200, 204, embedded FN-calling info of HTML DOC) associated with providing user support services;
 - b) receive a request from the user (522 of Fig. 5, request message at col. 17, lines 7-11), via the at least one web page, for support (e.g., see col. 5, lines 25-30); and
 - c) identifying a user party in response to the request (see Events D and E of Fig. 5, col. 3, lines 52-61).
4. Saliba et al. does not explicitly mention that their embedded FN-calling info of HTTP message is software associated with providing user support services. It would have been obvious to one of ordinary skilled in the art at the time the invention was made to recognize that the embedded FN-calling is in fact a piece of software that is embedded in HTTP message because FN-calling is obviously a piece of software.

5. As to claims 73 and 81, Saliba et al. disclose the feature of sending the request (e.g., col. 5 (lines 23-30), col. 17 (lines 7-11)) for support to the identified user support party via a network (distributed network (col. 16, line 65), 702 of Fig. 7).
6. As to claims 74 and 82, Saliba et al. disclose the feature of sending a uniform resource locator (URL) to the user support party, the URL representing the web page with which the request was made (e.g., col. 5 (line 11-36), col. 12 (line 59-61), Fig. 8).
7. As to claims 75-76, 83 and 84, while Saliba et al. disclose the feature of sending the request includes (name, product_ ID, price, quantity, size, image, and reference_ URL with the use of TCP/IP to the server for support for different types of server actions, Saliba et al. does not explicitly mention that their request includes the user's name, the user's telephone associated with the user. It would have been obvious to one of ordinary skilled in the art at the time the invention was made to recognize that such specific information would have been obviously a matter of choice because these information are nothing more than a specific information fields that the user can obviously have the option to program and send to the server.
8. As to claims 77 and 85, Saliba et al. disclose the software comprises an applet (e.g., see embedded FN-call 204 of Fig. 2, 512 and 516 of Fig. 5, 712 of Fig. 7, embedded FN-calling info of HTML DOC, Events D and E of Fig. 5, col. 3, lines 52-61).
9. As to claims 78-79, 86 and 87, Saliba et al. disclose the customer identifier (e.g., see Name at col. 12, line 50).
10. As to claims 88-112, they are similar to the claims 72-87 with the additional feature of establishing an on-line chat session with the user. It would have been obvious to one of ordinary skilled in the art at the time the invention was made to recognize that such on-line chat session with the user is well known in the art such as

the Instant Message chat offered by AOL. Thus, claims 88-112 are rejected for the same reasons set forth in paragraphs 3-9 above for claims 72-87.

11. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

The references are cited in the Form PTO-892 for the applicant's review.

A shortened statutory period for response to this action is set to expire 3 (three) months and 0 (zero) days from the mail date of this letter. Failure to respond within the period for response will result in **ABANDONMENT** of the application (see 35 U.S.C 133, M.P.E.P 710.02, 710.02(b)).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Examiner Krisna Lim whose telephone number is (703) 305-9672. The examiner can normally be reached on Monday-Friday from 7:30 to 5.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Mr. Glenton Burgess, can be reached at (703) 305-4772. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-9700

Communications via Internet e-mail regarding this application, other than those under 35 U.S.C. 132 or which otherwise require a signature, may be used by the applicant and should be addressed to [glen.burgess@uspto.gov].

All Internet e-mail communication will be made of record in the application file. PTO employees do not engage in Internet communications where there exists a possibility that sensitive information could be identified or exchanged unless the record includes a properly signed express waiver of the confidentiality requirement of 35 U.S.C. 122. This is more clearly set forth in the Interim Internet Usage Policy published in the Office Gazette of the Patent and Trademark on February 25, 1997 at 1195 OG 89.

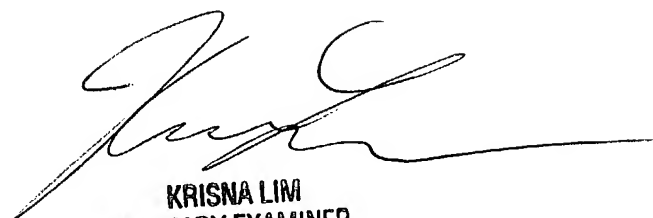
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KI

September 6, 2004



KRISNA LIM
PRIMARY EXAMINER